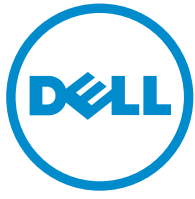
XPS 12

User's Guide

Computer Model: XPS 12 9250
Regulatory Model: T02H
Regulatory Type: T02H001



Notes, cautions, and warnings

NOTE: A NOTE indicates important information that helps you make better use of your tablet.

CAUTION: A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

WARNING: A WARNING indicates a potential for property damage, personal injury, or death.

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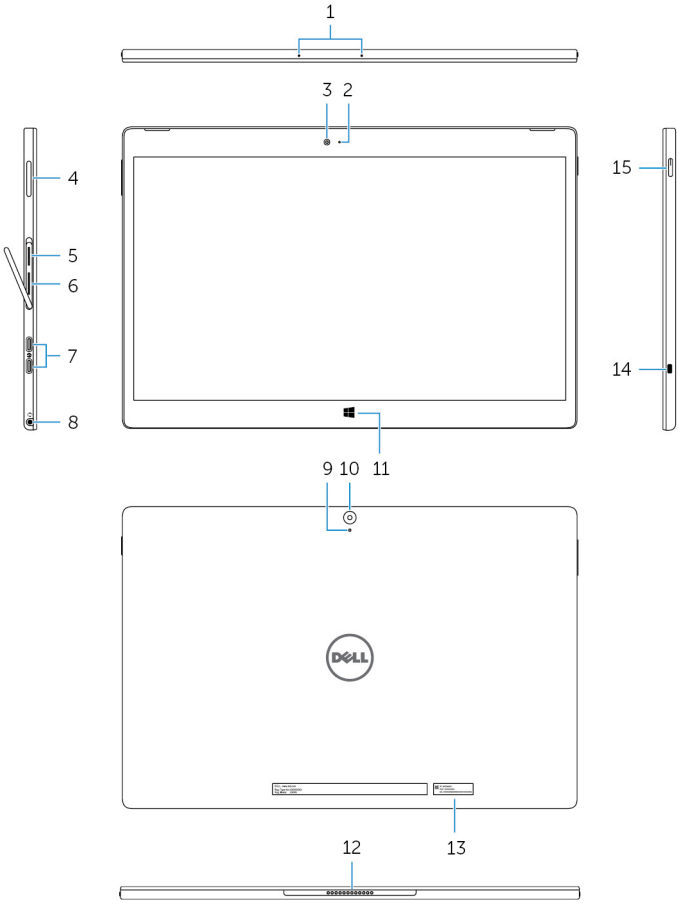
Tablet features



Feature		
1.	Microphones (2)	Provides sound input for audio recording, voice calls, and so on.
2.	Front camera-status light	Turns on when the front camera is in use.

Feature		
3.	Front camera	Allows you to video chat, capture photos, and record videos.
4.	Volume-control buttons (2)	Press to increase or decrease the volume.
5.	microSD card slot	Insert a microSD card to expand the tablet's storage capacity. Your tablet supports a microSD card with capacity up to 128 GB.
6.	Micro-SIM card slot (optional)	Insert a micro-SIM card to connect to a mobile broadband network.
7.	Thunderbolt 3 ports (USB-C)/ charging ports (2)	Supports USB 3.1 Gen 2, DisplayPort over USB-C, and Thunderbolt 3. Provides data transfer rates up to 10 Gbps for USB 3.1 Gen 2 and up to 40 Gbps for Thunderbolt 3. Connect a power adapter to provide power to your tablet and charge the battery.
8.	Headset port	Connect a headphone, a microphone, or a headphone and microphone combo (headset).
9.	Microphone	Provides sound input for audio recording, voice calls, and so on.
10.	Rear camera	Allows you to video chat, capture photos, and record videos.
11.	Windows button	• Press to open the Windows Start screen. • Press for quick access to the most recently used app or most recently used screen.
12.	Tablet-docking pins	Allows docking to the keyboard dock. NOTE: The keyboard backlight turns on for 2 seconds when the tablet-docking pins and keyboard-docking pins are aligned correctly.
13.	Service Tag label	Provides the Service Tag and Express Service Code needed for contacting Dell.

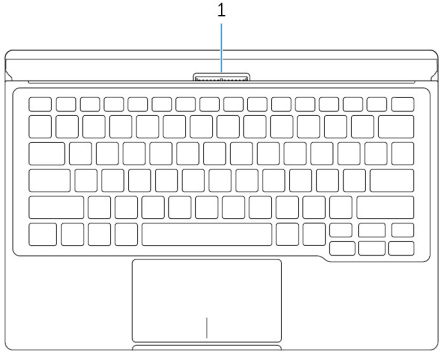
Feature	
14. Security-cable slot	Connects a security cable to prevent unauthorized movement of your tablet.
15. Power button	• Press to turn on the tablet if it is turned off or in sleep state. • Press to turn off the screen.

Accessories

Your tablet supports the following accessories:

- Dell Keyboard
- Dell Premier Magnetic Folio

Keyboard features



Feature		
1.	Keyboard-docking pins	Allows docking the tablet here.

NOTE: The keyboard backlight turns on for 2 seconds when the tablet-docking pins and keyboard-docking pins are aligned correctly.

Setting up your tablet

WARNING: Before you begin any of the procedures in this section, read the safety information that shipped with your tablet. For additional best practices information, go to www.dell.com/regulatory_compliance.

Charging the tablet

CAUTION: Charge the battery in an ambient temperature of 0°C to 35°C (32°F to 95°F).

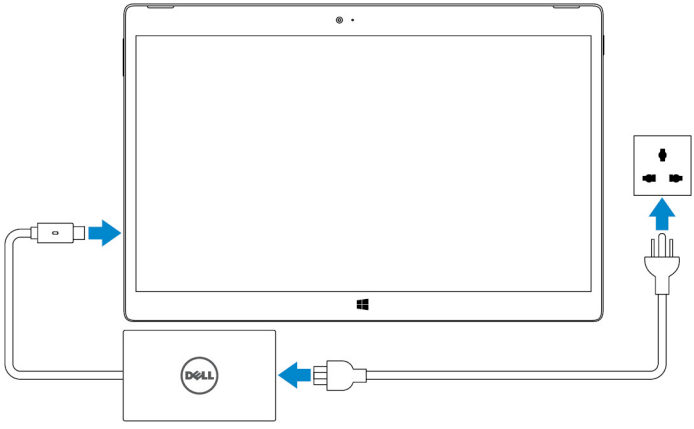
CAUTION: Use only the supplied power adapter to charge your tablet. Using unauthorized power adapters or cables may severely damage your tablet.

NOTE: The battery may not be fully charged when you unpack your tablet.

1 Connect the power cable into the power adapter.

2 Connect the power adapter to the power-adapter port on the tablet.

3 Connect the power adapter to an electrical outlet and charge the tablet until the battery is fully charged.



NOTE: A fully discharged battery takes about 4 to 5 hours to fully charge.

Turning on your tablet

When you turn on the tablet for the first time, you must finish Windows setup to start using your tablet. For more information, see the Quick Start Guide that shipped with your tablet.

1 Press and hold the power button for 2 seconds to turn on your tablet. The lock screen appears.

2 Swipe up your finger from the bottom of the display to switch to the login screen, and then enter password to log in to Windows.

NOTE: If the login screen is not enabled, the Start screen appears after the lock screen.

The tablet is ready for use when the Windows Start screen is displayed.

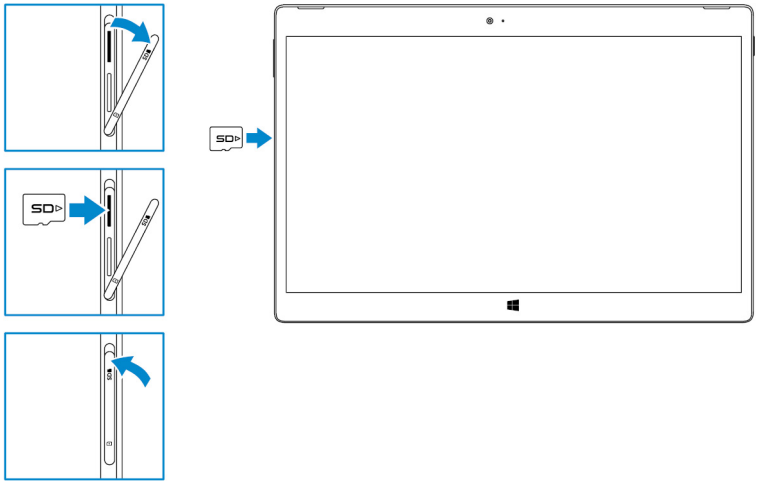
Inserting a microSD card

1 Open the slot cover and locate the microSD card slot.

CAUTION: Ensure that the microSD card is aligned as shown in the image.

2 Insert the microSD card into the card slot until it locks into place.

3 Close the slot cover.



Removing the microSD card

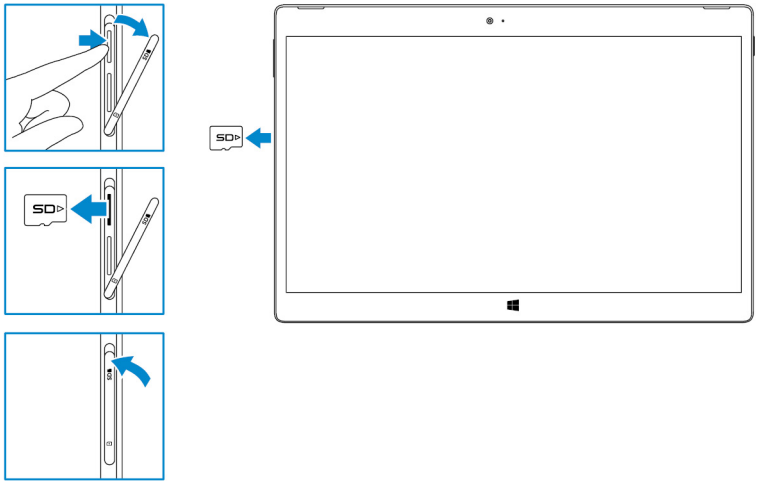
CAUTION: Removing the microSD card while it is in use may cause data loss or result in application errors.

1. Tap **All Settings** → **Devices** → **Connected devices**.
2. Under **Connected devices**, tap the SD Card and then tap **Remove device**.

   NOTE: If a warning message appears stating the microSD card cannot be removed, ensure all data transfers involving the microSD card are complete.

   A message appears that the microSD card can be safely removed.
3. Open the slot cover.
4. Press the microSD card inward and release it.

   The microSD card pops out.
5. Slide the microSD card out of the slot.
6. Close the slot cover.



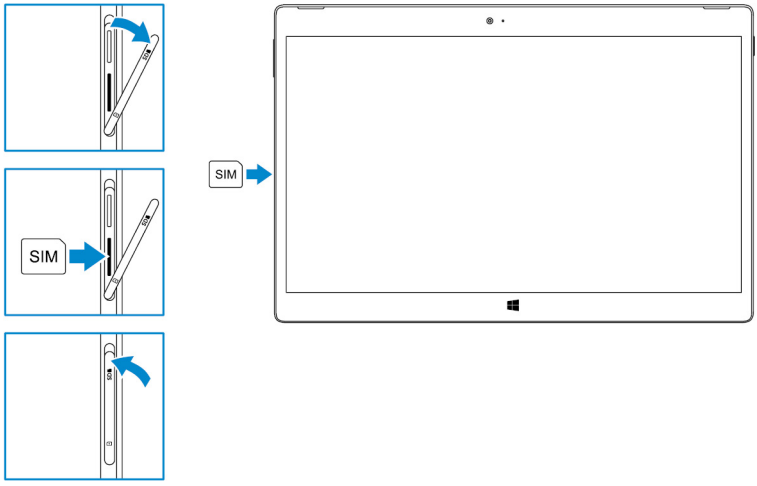
Inserting a micro-SIM card (optional)

1. Open the slot cover and locate the micro-SIM card slot.

   CAUTION: Ensure that the micro-SIM card is aligned as shown in the image.

2 Insert the micro-SIM card into the card slot until it locks into place.

3 Close the slot cover.



Removing the micro-SIM card (optional)

CAUTION: Removing the micro-SIM card while it is in use may cause data loss or result in application errors.

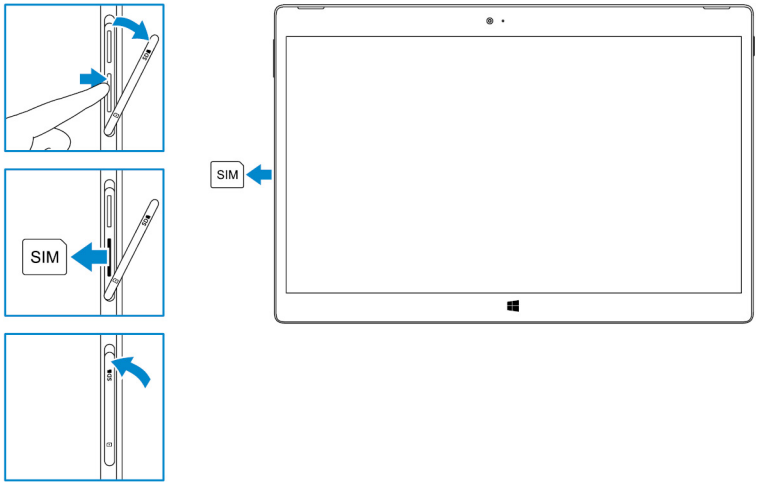
1 Open the slot cover.

2 Press the micro-SIM card inward and release it.

The micro-SIM card pops out.

3 Slide the micro-SIM card out of the slot.

4 Close the slot cover.



Using headset

WARNING: Listening to loud music for an extended period of time can lead to hearing loss.

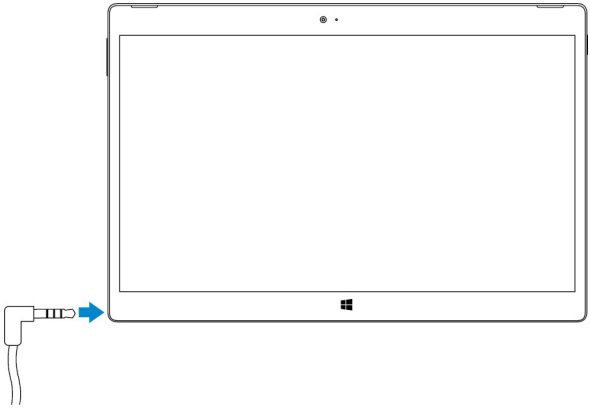
You can connect a headset, headphones, microphone, or other audio equipment to the headset port of your tablet.

1 Connect headset to the headset port on the tablet.

2 Wear the headset and adjust the volume to a comfortable level. Adjust the microphone to an optimal level when using voice-enabled applications.

NOTE: When you connect an audio device to the headset port, the integrated speaker on your tablet is muted automatically.

CAUTION: To prevent damaging your headset when disconnecting it from the tablet, pull the connector and not the cable.



Using your tablet

NOTE: For detailed information on using Windows, see Getting help.

Turning off your tablet

Using the power button on the Start screen

1 Tap **Start**.

2 Tap the power button → **Shut down** to turn off the tablet.

Using the power button

1 Press and hold the power button for at least 4 seconds.

2 Swipe down the shut-down confirmation screen to turn off the tablet.

Turning off the screen

Using the power button on the Start screen

1 Tap **Start**.

2 Tap the power button → **Sleep** to turn off the screen.

NOTE: If your tablet is in a standby state, press the power button or Windows button to turn on the screen.

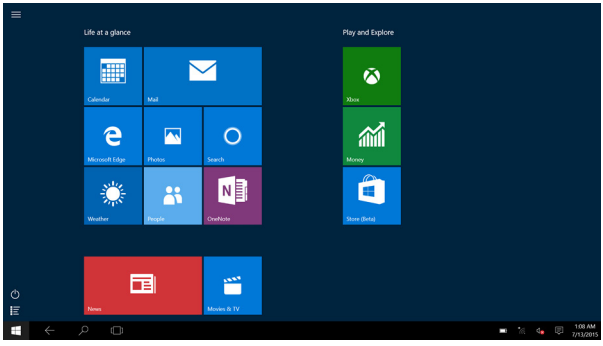
Using the power button

Press the power button to turn off the screen.

Start screen

The Start screen displays tiles that act as shortcuts to installed apps.

NOTE: You can disable or enable tablet mode using the icon in the Action center. You can also choose to automatically switch to PC mode when the tablet is docked. When in PC mode, the Start screen is replaced by the Start menu. To learn more about using Windows, see Getting help.



Tiles on your Start screen change and update in real time to show news and sports updates, weather updates, social-networking feeds, and so on.

You also can customize the Start screen by pinning your favorite apps as tiles, setting your favorite picture as a wallpaper, and so on.

Wi-Fi

Turning Wi-Fi on or off

1 Swipe-in from the right edge of the display to access the Action Center.

2 Tap to turn Wi-Fi on or off.

Connecting to a network

1 Tap Wi-Fi icon in the bottom-right corner of the screen.

2 In the list of available networks, tap the network you want to connect to, and then tap **Connect**.

Mobile broadband setting (optional)

1 Tap **Network** in the bottom-right corner of the screen.

2 Under **Cellular** tap your mobile broadband carrier and then tap **Connect** .

3 In the advanced options tap **Connect**.

Bluetooth

Turning Bluetooth on or off

1 Swipe-in from the right edge of the display to access the Action Center.

2 Tap **Bluetooth** to turn Bluetooth off or on.

Pairing with Bluetooth-enabled devices

NOTE: Bluetooth connection between your tablet and Apple devices are not supported.

1 Turn on Bluetooth. For more information, see Turning on/off Bluetooth.

2 Swipe-in from the right edge of the display to access the Action Center.

3 Press and hold **Bluetooth** and then tap **Go to settings**.

4 From the list of devices, tap the device you want to pair with and tap **Pair**.

5 If needed, verify that the Bluetooth passcode that appears on both the tablet and the Bluetooth-enabled device are the same.

6 Confirm the pairing process on both the tablet and device.

NOTE: After a device is successfully paired with the tablet, it automatically connects with the tablet when Bluetooth is enabled on both tablet and device and they are in Bluetooth range.

Screen orientation

For optimal viewing experience, the screen orientation changes automatically to portrait or landscape depending on how you hold the tablet. You can disable automatic screen rotation and lock the screen in portrait or landscape mode.

NOTE: Some apps may not support automatic screen rotation and are designed to work only in one orientation.

Locking or unlocking the screen orientation

1 Swipe-in from the right edge of the display to access the Action Center.

2 Tap to lock or unlock the screen orientation.

Adjusting screen brightness

1 Swipe-in from the right edge of the display to access the Action Center.

2 Tap the brightness icon to adjust the screen brightness.

Auto adjust

To enable or disable automatic screen brightness adjustment:

1 Swipe-in from the right edge of the display to access the Action Center.

2 Tap **All Settings** → **System** → **Display**.

3 Use the **Adjust my screen brightness automatically** slider to enable or disable automatic-brightness adjustment.

NOTE: You can also use the **Brightness level** slider to adjust the brightness manually.

Synchronizing your tablet

When you use your Microsoft account to sign in to devices, the settings such as Windows and app settings and personal files are automatically synchronized.

NOTE: To synchronize, the devices must be connected to the internet. If you are using a local account, switch to a Microsoft account to enable synchronization. On the **Settings** screen, tap **Accounts**. On the **Accounts** screen, tap **Manage my Microsoft Account** to switch to your Microsoft account.

To customize the synchronizing settings:

1 Swipe-in from the right edge of the display to access the Action Center.

2 Tap **All settings**.

3 On the **Accounts** screen, tap **Sync your settings** to see the options for synchronizing your data and settings.

Restoring your operating system

You may need to reinstall the operating system if your tablet is not responding, behaving unexpectedly, or has other software-related issues. You can choose to save your personal files while restoring or you can return the operating system in the state you received it from Dell.

Resetting your tablet

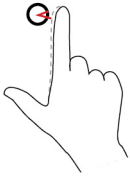
CAUTION: Back up all the required data before you proceed.

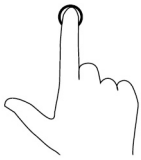
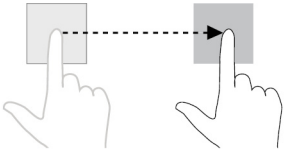
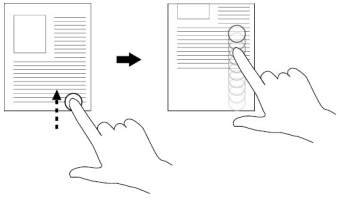
You can either reset your tablet to restore it to the state you received it or you can choose to retain your files.

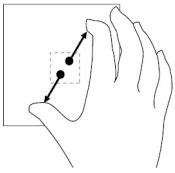
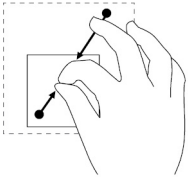
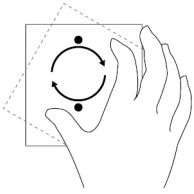
1. Swipe-in from the right edge of the display to access the Action Center.
2. Tap **All Settings** → **Update and Security** → **Recovery**.
3. Under **Reset this PC**, tap **Get started**.
4. Choose either **Keep my files** or **Remove everything**.

   NOTE: The option **Keep my files** removes apps and setings, but keeps your personal files. The option **Remove everything** removes all of your personal files, apps, and settings.
5. Follow the instructions on the screen.

Gestures

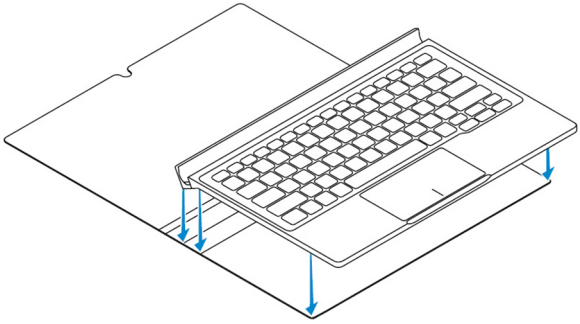
Gestures	Functions
Touch Tap gently on the display with your fingertip. 	• Select items on the screen including options, entries, images, and icons. • Start applications. • Touch buttons on the screen. • Input text using the on-screen keyboard.
Touch and hold	• Display detailed information about an item.

Gestures	Functions
Touch and hold your finger on the display. 	• Open the context menu of an item to perform further actions.
Drag 1 Touch and hold your finger on an item on the screen. 2 Keeping your finger in contact with the display, move your fingertip to the desired location. 3 Take your finger off the display to drop the item in the desired location. 	Move items such as images and icons on the screen.
Swipe or slide Move your finger in a vertical or horizontal direction on the display. 	• Scroll through the Start screen, web pages, lists, entries, photos, contacts, and so on. • Close an application (Swipe the application to the bottom of the display).
Zoom in Touch the display with two fingers and then move the fingers apart.	Enlarge the view of an image or web page.

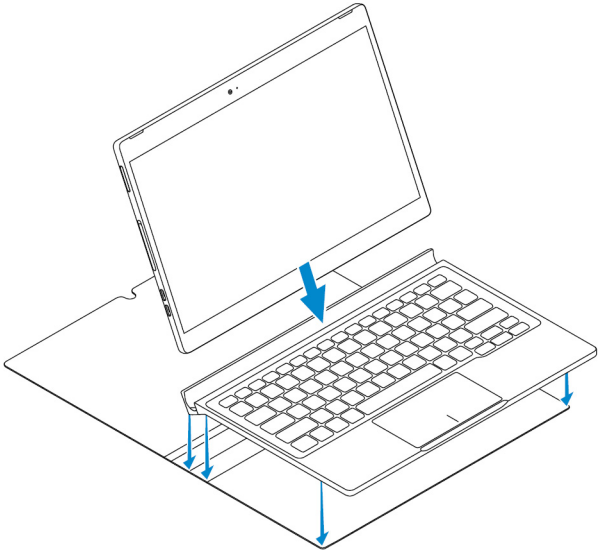
Gestures	Functions
 **Zoom out** Touch the display with two fingers and then move the fingers closer. 	Reduce the view of an image or web page.
Rotate Touch the display with two or more fingers and then move the fingers in a clockwise or counter-clockwise arc. 	Rotate an object by 90 degrees.

Docking your tablet

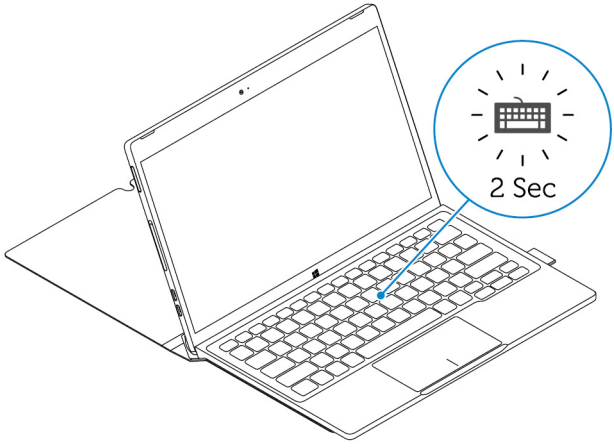
1 Place the keyboard on the Dell Premier Magnetic Folio.



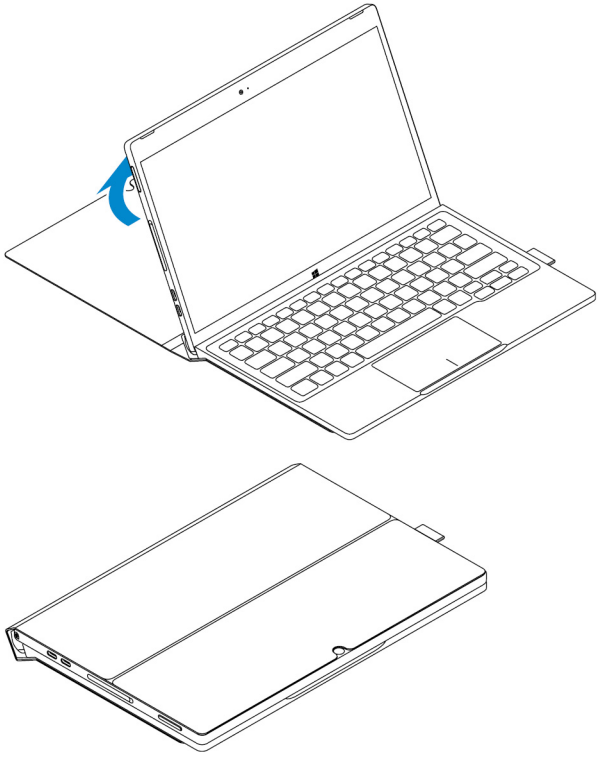
2 Align the tablet-docking pins to the keyboard-docking pins and dock the tablet to the keyboard dock.



NOTE: The keyboard backlight turns on for 2 seconds when the tablet-docking pins and keyboard-docking pins are aligned correctly.

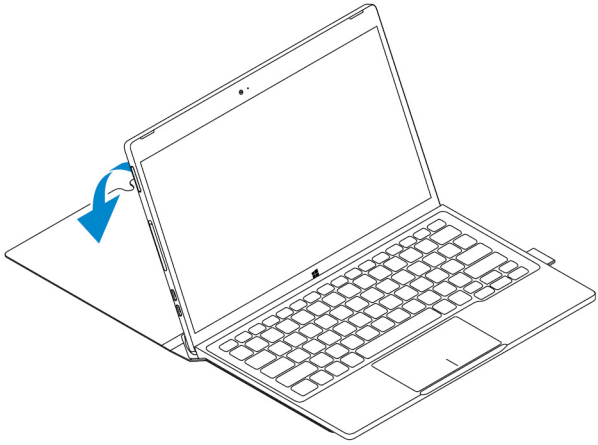


3 Close the Dell Premier Magnetic Folio.

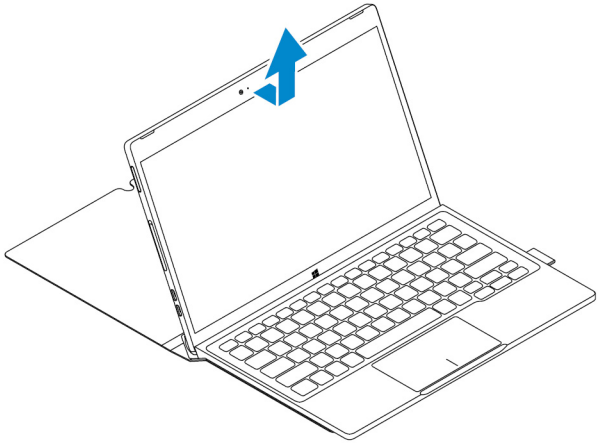


Undocking your tablet

1 Open the Dell Premier Magnetic Folio.



2 Slide and lift the tablet away from the keyboard and folio.



Entering BIOS setup program

With keyboard

1. Connect your tablet to the keyboard dock or connect a USB enabled keyboard to your tablet.
2. Press the power button to turn on your tablet.
3. When the Dell logo appears, press F2.

Without keyboard

1. Press the power button to turn on your tablet.
2. Press and hold the Volume Up button when the Dell logo appears on the screen.
3. When the F12 boot selection menu appears, select **BIOS Setup** using the Volume Up button.
4. Press the Volume Up button to enter BIOS setup program.

Specifications

Dimensions and weight	
Thickness	8 mm (0.31 in.)
Width	291 mm (11.46 in.)
Height	193.1 mm (7.60 in.)
Weight (maximum)	0.72 kg (1.59 lb)

System information	
Processor	6th Generation Intel Core m Processor
Operating system	Windows 10
RAM	LPDDR3
Storage	• 128 GB solid-state drive • 256 GB solid-state drive

Memory	
Type	LPDDR3
Speed	1600 MHz
Configurations supported	4 GB and 8 GB

Ports and connectors	
Audio	One headset port (headphone and microphone combo)
microSD card	One microSD-card slot
micro-SIM card	One micro SIM-card slot (optional)
Thunderbolt 3 ports (USB-C)/ charging ports	Two Thunderbolt 3 ports (USB-C)/ charging ports

Communications	
Wi-Fi	Dual-band 802.11ac
Bluetooth	Bluetooth 4.1 LE

Video controller	
Type	Intel HD graphics 515

Display	
Type	12.5-inch full HD 12.5-inch ultra HD
Resolution:	
FHD	1920 x 1080
UHD	3840 x 2160
Aspect ratio	16:9
Brightness	400 nits
Viewing angle	85
Contrast ratio	1500:01
Color depth	16.7 M

Camera		
	Front-facing camera	**Rear-facing camera**
Type	5 MP - Fixed focus	8 MP - Auto focus
Resolution:		
Still image	2592 x 1944	3296 x 2520
Video	1920 x 1080 at 30 fps (maximum)	3296 x 2520 at 30 fps (maximum)

Power adapter	
Input voltage	120 VAC–240 VAC
Input frequency	50 Hz–60 Hz

Power adapter	
Input current	1.30 A
Output current	1.5 A
Rated output voltage	20 VDC
Temperature range:	
Operating	0°C to 40°C (32°F to 104°F)
Storage	–40°C to 70 °C (–40°F to 158°F)

Environmental requirements	
Temperature range:	
Operating	0°C to 35 °C (32°F to 95 °F)
Non-operating	-40°C to 65 °C (-40°F to 149 °F)
Relative humidity (maximum):	
Operating	10% to 90% (non-condensing)
Non-operating	5% to 95% (non-condensing)
Altitude (maximum, unpressurized):	
Operating	-15.20 m to 3048 m (-50 ft to 10,000 ft)
Storage	-15.20 m to 10,668 m (-50 ft to 35,000 ft)

Keyboard	
Width	269.90 mm (10.63 in.)
Height	104.95 mm (4.13 in.)
Thickness	3.85 mm (0.15 in.)
Weight	0.55 kg (1.22 lb)
Type	Full-size, backlit chiclet keys with 1.9 mm key travel

Troubleshooting

Battery problem

Problems	Possible causes	Possible solutions
Battery does not charge	The cable connections may be loose.	1 Check the cable, connectors, and power adapter to ensure proper connectivity. 2 Verify that the wall outlet is functioning by connecting another device.
	The tablet's temperature is below 0°C (32°F) or higher than 35°C (95°F).	Charge the battery in an ambient temperature between 0°C to 35°C (32°F to 95°F).
	The battery or power adapter is damaged.	Contact Dell. See Contacting Dell.
Battery does not charge when the battery charge is at 95% to 99%	The battery is in maintenance mode to prolong battery life.	• Let the battery drain until the battery charge drops below 95%. • Restart the tablet. See Turning off your tablet and Turning on your tablet.
Battery drains quickly even when the tablet is in standby mode	If the tablet is not in the range of a network it can connect to, the tablet continues to try to locate a base station and drains the battery.	• Temporarily turn off the tablet. • Move the tablet in range of a network it can connect to or temporarily turn off the wireless connection on your tablet. • Disable Wi-Fi or mobile broadband

		when not in range of any wireless networks. • Enable airplane mode.
Battery charge values are not accurate Battery is fully charged (battery charge is at 100%) but the battery-charging status light is on Battery charge jumps from 90% to 100% when the battery is charging		• Press and hold the power button for 10 seconds to forcefully turn off the tablet, and force the system to obtain a new reference point for the battery charge value (do not follow the regular Windows shutdown process). • Perform a full battery charge/discharge cycle to recalibrate the battery charge value by charging the tablet until the battery is fully charged and run the battery power until the tablet shuts itself down.

Network problem

Problems	Possible causes	Possible solutions
No wireless connection		• Check if the wireless radio is on. See Wi-Fi. • Try to get closer to the wireless access point.
Slow internet connections	The signal strength is not strong enough.	Contact your internet service provider (ISP).
Unable to pair with a Bluetooth device		• Ensure Bluetooth is enabled on both the tablet and the device you are trying to pair with.

		• Ensure they are within Bluetooth range.

Touchscreen problem

Problems	Possible causes	Possible solutions
Touchscreen responds slowly or improperly	• The screen is dirty. • A protective cover may prevent the tablet from recognizing your inputs.	• Moisten a soft, lint-free cloth with either water or a display cleaner, and wipe the surface of the tablet until it is clean. Do not allow water from the cloth to seep down to the tablet ports or buttons. • Moisten a soft, lint-free cloth with either water or a display cleaner, and wipe the surface of the tablet until it is clean. Do not allow water from the cloth to seep down to the tablet ports or buttons.

System problem

Problems	**Possible causes**	**Possible solutions**
Tablet does not turn on	The battery is completely discharged.	• Charge the tablet for at least 4 hours. • Press and hold the power button for 2 seconds.
Tablet does not turn off		Press and hold the power button for 10 seconds to forcefully turn off the tablet.

Tablet locks up	Press and hold the power button for 10 seconds to forcefully turn off the tablet.
Tablet is not responding or behaving unexpectedly	• Restart the tablet. See Turning off your tablet and Turning on your tablet. • Reset the tablet. See Resetting your tablet.
Tablet cannot boot into Windows	Contact Dell's support service. Go to **www.dell.com/support**.
Software or feature is not working as expected	Software updates may have been downloaded in the background. Restart your tablet.

Getting help

Self-help resources

You can get information and help on Dell products and services using these self-help resources:

Information about Dell products and services	**www.dell.com**
Dell Help & Support app	
Get started app	
Help + Tips app	
Accessing help	In Windows search, type **Help and Support**, and tap **Enter**.
Online help for operating system	**www.dell.com/support/windows**
Troubleshooting information, user manuals, setup instructions, product specifications, technical help blogs, drivers, software updates, and so on	**www.dell.com/support**
Learn about your operating system, setting up and using your tablet, data backup, diagnostics, and so on.	See *Me and My Dell* at **www.dell.com/support/manuals**.

Contacting Dell

To contact Dell for sales, technical assistance, or customer service issues:

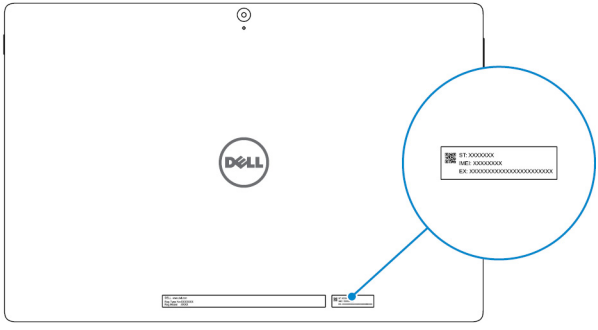
1. Go to **www.dell.com/contactdell**.
2. Verify your country or region in the **Choose a Country/Region** drop-down list at the bottom of the page.
3. Select the appropriate service or support link based on your requirement or choose the method of contacting Dell that is convenient for you.

   Dell provides several online and telephone-based support and service options. Availability varies by country and product, and some services may not be available in your area.

   NOTE: If you do not have an active internet connection, you can find contact information on your purchase invoice, packing slip, bill, or Dell product catalog.

Locating your Service Tag and Express Service Code

You must provide the Service Tag and Express Service Code of your tablet when contacting Dell for customer service or technical assistance.

NOTE: The telephone systems prompts you to enter the Express Service Code that helps in routing your call efficiently.

The Service Tag and Express Service Code for your tablet are located on a label at the bottom of the tablet.